



NOVEMBER 2014

Honor and Thanksgiving

COUNTY OF LOS ANGELES

Thank You for Your Leadership and Service

Supervisor Gloria Molina, Supervisor Zev Yaroslavsky, and Chief Executive Officer William T Fujioka

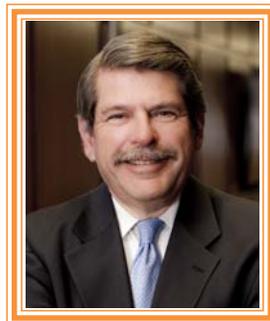


Supervisor Gloria Molina

Served with distinction from 1991 to 2014. Major accomplishments as County Supervisor:

- Championed parkland/open space development in the inner cities (e.g., the Los Angeles River Center, El Bosque de Rio Hondo, and the Los Angeles Bikeway Plan), and continues to support capital improvement projects at neighborhood parks in her district.
- Led efforts to end the County practice of pension spiking, rein in medical malpractice liability and liability cost reduction, and eliminate numerous perks, bonuses, and transportation allowances for highly paid bureaucrats.
- Advocated the closing of massage parlors acting as fronts for prostitution, cracked down on illegal pharmacies selling dangerous over-the-counter drugs without a prescription, and worked to remove unsightly graffiti and illegal billboards.

- Instituted landmark legislation that restricts the proliferation of adult businesses in the unincorporated areas.
- Created the County’s Nuisance and Bar Abatement Team, resulting in liquor license revocations and the subsequent closures of 14 problematic bars, nightclubs, and markets.
- Was instrumental in acquiring a \$1 billion federal commitment from President Clinton in 1995 to rescue the County’s public health care system.
- Backed the construction of Grand Park, La Plaza de Cultura y Artes and the Gold Line and the re-opening of the LAC+USC Medical Center.



Supervisor Zev Yaroslavsky

Served with distinction from 1994 to 2014. Major accomplishments as County Supervisor:

- Championed music and the arts including the construction of the Walt

- Disney Concert Hall, physical improvements to the Hollywood Bowl, and a planned major expansion of the Los Angeles County Museum of Art.
- Spearheaded initiative in 2002, as president of the Los Angeles County Prop. 10 “Children and Families First” Commission, allocating \$100 million in state tobacco-tax funding over five years to ensure health care coverage for virtually all children from birth to age five in the County.
- Worked closely with County Department of Health Services officials and Service Employees International Union Local 660 (representing some 40,000 County employees, nearly half of them in the Health Department), to pass Measure B in 2002. The parcel-tax increase was approved by 73% of voters to yield \$168 million annually to fund trauma care, emergency services and bioterrorism preparedness efforts.
- Helped engineer the rescue and restructuring of the County’s Department of Health Services when it was facing collapse in 1995.
- Led successful effort in 1996 to get voter approval for the first Los Angeles County campaign reform package.

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CALENDAR OF EVENTS

Los Angeles County Museum of Art

(323) 857-6010

www.lacma.org

Through November 30 – Sam Durant: Proposal for White and Indian Dead Monument Transpositions, Washington, D.C.

Through November 30 – The German Paintings 1913–1915

Through November 30 – African Cosmos: Stellar Arts

Through February 22 – Pierre Huyghe

Through March 8 – Larry Sultan: Here and Home

Through March 22 – Variations: Conversations in and Around Abstract Painting

Through March 22 – Greece on the Ruins of Missolonghi

Through April 26 – German Cinema in the 1920s

Center Theatre Group

(213) 628-2772

www.centertheatregroup.org

Ahmanson Theatre

December 9 through January 18 – Heartbeat of Home

Kirk Douglas Theatre

Through December 21 – Luna Gale

Mark Taper Forum

Through December 21 – What the Butler Saw

Through December 1 – Matthew Bourne's

Sleeping Beauty

Dorothy Chandler Pavilion

Through December 20 – Florencia en el Amazonas

December 6 – 50th Anniversary Spectacular

December 12 – Ukulele Christmas Orchestra

Walt Disney Concert Hall

November 28 through November 30 – Dudamel & Capucon

Grand Park

www.grandparkla.org

Every Wednesday and Thursday – Lunch A La Park

Every Friday – Lunchtime Yoga reTREAT

December 1 – Grand Park Lights Up the Holidays

December 31 – New Year's Eve LA

Visit <http://hr.lacounty.gov> for information on employment opportunities with the County of Los Angeles



Members of the Board

Don Knabe

Chairman
Fourth District

Gloria Molina

First District

Mark Ridley-Thomas

Second District

Zev Yaroslavsky

Third District

Michael D. Antonovich

Fifth District

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Submissions to the DIGEST may be edited or otherwise altered for clarity.

Check out the DIGEST at

<http://dhrdcap.co.la.ca.us/jic/digest/>



health talk



by Mark Richman, M.D., M.P.H.
 Physician Specialist, Emergency Medicine
 Olive View-UCLA Medical Center
 and Somnath Ganapa, Student Volunteer

Addiction to Electronic Devices and Apps

Many people spend hours upon hours on video games, social media, or apps. People have ample reason to quit or reduce time spent on these, including:

- Eye strain
- Delaying work, study, and exercise
- Missing direct human contact

Yet some engage in these from morning until night. What makes them addictive?

The brain contains a reward system based heavily on the chemical dopamine. Pleasing things stimulate dopamine release, which encourages seeking more of the pleasing stimulants, creating a feedback loop. Dopamine release is triggered by pleasing stimulants such as:

- Drugs
- Food
- Gambling
- Sex
- Social media, video games, and apps

Video games appeal to a desire for immediate gratification and competition, stimulating the brain's reward system. In a video game, after an objective is completed, points are displayed, with the option to share through social media. The achievement releases dopamine in the brain, leaving the player craving more. A video game's reward system may trap an individual in a dopamine feedback loop.

How can you control your brain's reward system and reduce time spent on video games, social media, and apps?

- Realize that, although achievement is easier through video games, virtual accomplishment is almost always less satisfying than working towards a long-term goal,

spending time with others, exercising, reading, or learning.

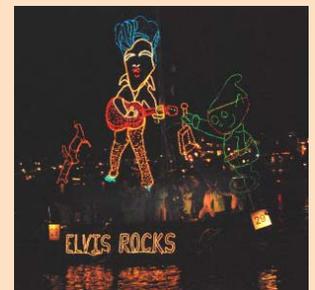
- Play a sport! This will allow you to attend to the competitive fire that burns in many of us.
- Inform others of your goal to limit time spent on video games, social media, or apps.

Annual Boat Parade to Light Up Marina del Rey

The 52nd Annual Holiday Boat Parade, sponsored by the Marina del Rey Boat Parade Board of Directors and the Los Angeles County Department of Beaches and Harbors, sets sail in the main channel of Marina del Rey on Saturday, December 13, 2014, from 6-8 p.m. Dozens of beautifully lighted and decorated boats will participate in the event that is free to the public.

Theme of this year's parade is *Happy Birthday, Marina del Rey!* commemorating Marina del Rey's 50th birthday celebration with prize packages awarded to category winners. Fireworks kicking off the boat parade will be shot off the south jetty at 5:55 p.m.

The *Best Overall* winner will receive special prizes including a trip destination package reflecting the Parade theme.



County employees are invited to come to Marina del Rey for this festive holiday event. Best locations for viewing are Fisherman's Village at 13755 Fiji Way and Burton Chace Park, located at 13650 Mindanao Way, Marina del Rey. Free parking is available at all Los Angeles County parking lots and the Marina del Rey boat launch ramp.

For additional information contact *Marina del Rey Holiday Boat Parade Headquarters* at (310) 670-7130 or visit their website at www.mdrboatparade.org.

WeTip
WELFARE FRAUD
1 (800) 87-FRAUD

Healthcare Business Summit

*Hosted by the County of Los Angeles
Indian American Professional Association*

The County of Los Angeles Indian American Professional Association (COLAIAPA) hosted a Healthcare Business Summit in downtown Los Angeles to bring together thought leaders in the healthcare industry to share insights, trends, best practices, and perspectives on lessons learned. The summit's theme, *Convergence. Innovation. Invergence. Transforming from Silos to Unified Healthcare Businesses and Beyond*, launched a dynamic series of presentations and panel discussions with various thought leaders representing top positions in the Department of Health Services, as well as technology providers, such as EMC, Gartner Consulting, IBM, and Oracle. The event was attended by almost 100 people, with representation from several County departments.

Sanmay Mukhopadhyay, President of COLAIAPA, kicked off the summit and was followed by Dr. Anish Mahajan from the Department of Health Services, who discussed the collision of traditional practices with new technology and the future of healthcare practices, policies, and services provided to patients. He discussed the need for effectively managing the digitization of healthcare and the role that technology and, more importantly, people play in the success.

Dr. Hal Yee shared his perspective on transforming specialty care via the disruptive innovation of eConsult. Yee presented disruptive innovation as implementing processes that greatly increase access through simplicity and cost reduction. To do this, two key barriers to change need to be addressed: technical barriers (policies and procedures) and adaptive barriers (culture and behavioral).

The morning was capped off by a visit from Supervisor Don Knabe, who spoke about the importance of the County's efforts in healthcare business. Knabe has been a big proponent of innovation in the County. He appreciated COLAIAPA's efforts in hosting this summit.

Following lunch, the audience enjoyed a highly engaging panel discussion with various industry experts and Dr. Mahajan, that focused on data analytics and predictive analytics, as well as the need for more collaboration, viewing patients as consumers, and the need to work through the technology pains in order to achieve greater end results for all key stakeholders involved in the healthcare systems. There was also discussion about preventative health.

The summit concluded with Gartner Consulting and Mukhopadhyay sharing their perspectives on lessons learned and key areas of focus in terms of using portals for interactions



Supervisor Don Knabe with the event speakers

with Citizenry, rallying people behind ideas small or big and a move towards a Smart Government model. Systems thinking was emphasized. Mukhopadhyay concluded the summit by encouraging everyone to view innovation as a necessity that must be embedded in leadership. A framework that included leadership, innovation, digitization, culture and values was presented as part of the holistic approach to solving County issues.

The event was sponsored by IMPEX Technologies, a cutting-edge technology consulting and services provider, and named by *Inc.* magazine on their 33rd annual Inc. 500|5000 list of the nation's fastest growing private companies. Gartner, IBM, EMC, Oracle, and Accenture supported the event also.



DO YOU HAVE 4 hours?



County of Los Angeles
Department of Military & Veterans
Affairs

Bob Hope

**Patriotic
Hall**



1816 S. Figueroa St.
Los Angeles, CA 90015
T (213) 765-9224

A Call For Volunteers

At the all inclusive location for military and veteran personnel to have access to services and agencies that are here to help.

**Administrative Support
Volunteers Needed**

**PLEASE CALL AND VOLUNTEER AT
THE PRIMER VETERANS SERVICES
BUILDING IN LOS ANGELES**

County Firefighters Work to End Veteran Homelessness

The United States Department of Veterans Affairs (VA) has set a goal to end veteran homelessness by the end of 2015. To help achieve this goal, Los Angeles County firefighters will assist in helping local homeless veterans by offering a variety of resources and services available to them through the VA. As they are out in their communities each day, County firefighters will speak with local homeless individuals and find out if they are a veteran, and then provide information about how to get the services they may need. No one who has served our country should ever go without a safe, stable place to call home. The Help for Homeless Veterans Program offers healthcare, housing assistance, mental health, and employment/job training.



Many health care programs are offered to assist homeless veterans. The VA has set up a toll-free number for veterans **1-877-4AID-VET** at the National Call Center for Homeless Veterans, where a trained responder will share information. Housing assistance for homeless veterans and their families is also available through several federal programs. The Grant and Per Diem Program, along with the Acquired Property Sales for Homeless Provider's Programs, are just two examples of resources for veterans.

Our veterans return from service with wounds we cannot always see. The VA is committed to providing them with the mental health services they deserve. Too often, the emotional scars of service can contribute to veteran homelessness or place veterans at risk of homelessness. Our firefighters want to make sure that these veterans know about the many mental health services available to help them get back on their feet. The VA is also dedicated to helping homeless veterans and veterans at risk of homelessness secure and maintain employment leading to increased residential and personal stability. Their goal is to afford veterans the opportunity to return to a healthy, productive lifestyle within their own communities. There are several programs that the VA offers such as: The Homeless Veteran Supported Employment Program (HVSEP), Compensated Work Therapy (CWT) Program, and The Vocational Rehabilitation and Employment (VR&E) Vet Success Program. As County employees, our firefighters continually look for ways to serve their communities. For more information, please visit: www.va.gov/homeless.

THANK YOU
continued from page 1

- Played major role in getting voter approval in 1996 for a \$319 million park and open-space preservation and acquisition measure.
- Sponsored successful initiative in 1998 to conclude subway construction and invest instead in other public transit projects.
- Proposed in 1998 to initiate a County lawsuit against the tobacco industry, yielding a settlement which returns to Los Angeles County more than \$100 million annually for health programs.
- Won Board approval in 2002 for a package of open-meeting reforms to increase access to, information about, and public participation in County government decision-making.



Chief Executive Officer William T Fujioka

Served with distinction from 2007 to 2014. Major accomplishments as Chief Executive Officer:

- Provided steady leadership, stewardship, and fiscal guidance throughout his tenure.
- Worked collaboratively with the Board of Supervisors to balance the budget during one of the most serious economic periods for the County of Los Angeles—the Great Recession.
- Partnered with labor, County managers, and County employees to avoid service reductions, furloughs, and layoffs during difficult budget years.
- Improved bond rating for the County of Los Angeles.
- Played a leadership role in the retiree health reform, protecting future retiree health and pension programs.
- Carried out Board policies that prepared the County of Los Angeles for the future.
- Managed the largest county in the United States with an annual budget of \$23 billion and over 100,000 employees.
- Led the effort to build a new Martin Luther King Jr. Hospital in partnership with the University of California.

28th PQA Ceremony Honors Retiring CEO Bill Fujioka and Innovative Department Projects

Supervisor Michael D. Antonovich, citing the \$31.7 million in estimated benefits to the County from the honored projects, commended the Productivity and Quality Awards (PQA) program during the luncheon ceremony held at the Music Center in October.

“Through these projects, the County will achieve \$15.3 million in cost avoidance, \$15.8 million in cost savings and more than \$600,000 in revenue,” said Antonovich. He introduced the Board motion in 1981 to establish the Quality and Productivity Commission (QPC), which sponsors the PQA in partnership with the Board of Supervisors and Chief Executive Office.



Rich Fields, meteorologist for KCBS/KCAL-TV, served as master of ceremonies for the 28th annual Productivity and Quality Awards. “Ahead of the Curve” was the theme for the County’s premier recognition event. The Top Ten and Commission Special Awards were handed out during the ceremony.

Presentation of the Bronze, Silver and Gold Eagle Awards highlighted the event as Department Heads and project managers eagerly waited to find out who would receive the coveted honors. Recipients were: **Bronze Eagle**, “Ahead of the Curve with Critical Case Processing,” Animal Care and Control; **Silver Eagle**, “eCloud – LA County Computing,” Internal Services; and **Gold Eagle**, “MARS: Mileage Authorization & Reimbursement System,” Auditor-Controller with Internal Services and Public Social Services.

Chief Executive Officer William T Fujioka, who is retiring this year, received the Chair Leadership Award. “He is a trail-blazing, innovative and courageous leader, who expertly steered the County through tough economic times,” said Commissioner Ed McIntyre, Chair of the Commission. “He was a firm partner with us during the Great Recession as we emphasized productivity among the workforce and greater efficiency in County Services,” he said.



“Since his appointment in 2007, CEO Fujioka has been a strong supporter of Commission programs, and funding provided to the Productivity Investment Fund has been used to jump start initiatives that have resulted in an estimated \$100 million in cost savings, revenue enhancement or cost avoidance,” said McIntyre.



In accepting the honor, Fujioka said, “The partnership with the QPC ultimately benefits the people we serve, County residents, with improved services.”

More than 500 people attended the PQA event, held in the Grand Hall of the Dorothy Chandler Pavilion. The Sheriff’s Department Honor Guard posted the colors; Todd Tortorici, Department of Military and Veterans Affairs, led the Pledge of Allegiance; and Deputy Byron Ward, Sheriff’s Department, performed a stellar rendition of the National Anthem.

Members of the Commission and the Productivity Managers’ Network reviewed and evaluated all PQA entries, and from this group selected the very best projects that were “Ahead of the Curve.”

PQA
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2014 Top Ten Productivity and Quality Awards:

1. **Ahead of the Curve with Critical Case Processing** (Animal Care and Control)
2. **MARS: Mileage Authorization & Reimbursement System** (Auditor-Controller with Internal Services and Public Social Services)
3. **ERIC Manages Risk in “A Dash”** (Chief Executive Office with Internal Services)
4. **The Children’s Welcome Center** (Children and Family Services with Health Services, Mental Health and Public Health)
5. **Pathways to Independence** (Community Development Commission/Housing Authority)
6. **Elder Financial Abuse** (District Attorney)
7. **eCloud – LA County Cloud Computing** (Internal Services)
8. **Teen Advisory Boards: Building Community Leaders** (Public Library)
9. **PD Virtual Office & Video Communications Initiative** (Public Defender)
10. **Engaging Voters in LA County via Mobile Outreach** (Registrar-Recorder/County Clerk)

2014 Commission Special Awards:

1. **Best Application of Technology Award** – (MARS: Mileage Authorization & Reimbursement System – Auditor Controller with Internal Services and Public Social Services)
2. **Best Service Improvement Award** – The Children’s Welcome Center (Children and Family Services with Health Services, Mental Health and Public Health)
3. **Best Teamwork Award** – Annual Public Health Expo: Prevention Starts with You (Public Health with Human Resources, Animal Care and Control, Parks and Recreation, Children and Family Services, Public Social Services and Internal Services)
4. **Commissioners’ Memorial Award** – Preserving Yesterday for Tomorrow (Parks and Recreation)
5. **County Image Enhancement Award** – Electrifying Student Success: HAR Scholarships (Community Development Commission/Housing Authority)

6. **Mega Million Dollar Award** – eCloud – LA County Cloud Computing (Internal Services)
7. **Performance Measurement Award** – ERIC Manages Risk in “A Dash” (Chief Executive Office with Internal Services)
8. **Personal Best Award** – “Public Health Practice – What Works,” Jonathan M. Fielding and Steven M. Teutsch (Public Health)
9. **Plain Language Award** – Elder Finance Abuse Outreach Campaign (District Attorney)
10. **Productivity Enhancement Award** – Active eCase Document Management and Archival System (DMS) (Alternate Public Defender)

**Share Your Heart
Share Your Home**
*from the Department of Children
and Family Services*

Sharing time with family, whether it’s cooking together, laughing, watching TV, or even arguing over the last piece of pie, is what we are usually most grateful for during this Thanksgiving season. Unfortunately, there are nearly 500 children in Los Angeles County who do not have a permanent family to be with and the holidays can be a very lonely time. One of them is sweet 13-year-old Brittany. She is hoping that by this time next year, she will have a family of her own and will be able to start making some new holiday family traditions.



Brittany is a somewhat quiet and reflective child who likes painting, listening to music, and taking walks in the park. She offers a warm smile to those she meets and, while not a chatterbox, can engage in conversation with depth and thoughtfulness.

Brittany is seeking a family that is safe, loving and permanent and where unconditional love is what shines through.

L.A. County Veterans' Internship Program

Hiring Allows Military Vets an Opportunity to Compete for Full-Time, Permanent Employment

Administered by the County's Department of Human Resources, the Veterans' Internship Program (VIP) was initially launched on May 16, 2007 to provide military veterans with the on-the-job experience needed to compete for open positions within County of Los Angeles departments. Since its implementation, the program has successfully helped veterans transition into full-time, permanent employment at departments Countywide. There are several departments participating in the program. Of note is the Department of Public Social Services (DPSS).

Since implementing the VIP at DPSS in July 2013, a total of 120 veterans have participated, serving in Clerical Support and Eligibility Worker (EW) positions at various offices. Of these, 29 veterans have been promoted to permanent positions within DPSS or outside the department. Currently, 79 veterans are participating in the VIP at DPSS.

Responding to reports that veterans were falling short of the qualifications needed for positions with the County, the Board of Supervisors worked to address the obstacles that were causing barriers to employment for veterans by creating the VIP.

The VIP provides paid internships to qualified veterans of the Armed Forces of the United States. It is designed to offer much needed job training and experience in positions that provide an overview of government through participation in practical job assignments.

VETERANS
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A few questions to pawnder before adopting



Which pet is right for you?

Knowing the type of home and environment you are bringing a pet into will help determine the species and breed best suited for your lifestyle.

Commitment...

Are you ready for a 10-20 year commitment? Your pet will always love you, are you ready for that same level of dedication and commitment?



Should you train your pet?

Basic training is vital and key for any healthy, long-lasting pet/owner relationship.

Why adopt from a shelter?

Adopting saves lives. You save the life of the animal you adopt and free up space for another homeless animal to occupy. Millions of animals come through shelters every year, adopting makes a difference.

For further information about adopting, please visit us at www.animalcare.lacounty.gov



VETERANS

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Other than being a veteran, no experience is required for the program. Applicants must have been discharged from the U.S. Armed Forces under honorable conditions and possess either a valid DD214 Certificate of Discharge, Separation from Active Duty, or other official documents issued by the branch of service. All Veteran Interns receive competitive salaries, medical and dental benefits, technical job training and guidance on workplace behavior and development of occupational skill sets. Depending on the position, the Veteran Interns can be hired for 12 to 24 months of paid on-the-job training.

For more information, please visit the DPSS Veterans & U.S. Military Resources page at <http://www.ladpss.org/dpss/veterans/default.cfm>. The page provides valuable information to help military veterans and their families connect with needed services in the County.

DHR's Wellness Corner

Bringing you inspiration from around the County

Life Changing Events

by Syed Uraizee (Department of Children and Family Services) and Family

I can only think of one thing to say about the Countywide Fitness Challenge: how much of a pleasure it was to partake in it, first as an attendee, then as a volunteer. These events have been such a positive influence on both my family's and my life. Before I began taking part in these events, I would eat whatever I felt like and did not think of how much this habit was negatively impacting my health. When I first began attending the events, I learned the value first hand of exercising and eating well.

We began implementing healthy behaviors in our home. I bought bikes for all five of my kids, my wife, and myself so that we can go biking on the weekends and at any available opportunity. Since we have a pool in the backyard, my family and I have routinely started using the pool to exercise on hot days. Before, we just enjoyed the waterfall on one side of the pool. Now, we get serious and swim for fitness!

I ended up purchasing a treadmill and an exercise bike for our in-house gym for my wife, my parents and my own use. We began eating healthier foods and used the recipes' from Chef Sharone Hakman's cookbook that we won in the prize drawings. He did an excellent presentation on healthy cooking at the Dockweiler Youth Center event, "Chill Out!" And the samples (salmon tacos) were delicious!

My health is so much better than it was a year ago. I am making better food choices. I exercise regularly compared to before where I would exercise only occasionally. I recently had a doctor's appointment, and he saw many positive changes in me like how very motivated and positive I am, and to top it all off—I have lost 15 pounds since my first participation in the Countywide Fitness Challenge events!

I would like to express my gratitude to the Los Angeles Department of Human Resources for organizing such wonderful fitness events and for letting the whole family participate. I would also like to thank everyone for making my family and I feel so "welcome, encouraged, and involved!"

Be sure to join us next year at the 2015 Countywide Fitness Challenge!





Los Angeles County



Department of Public Social Services



2014 Adopt-A-Family Program

For over 27 years, the Department of Public Social Services' (DPSS) Adopt-A-Family Program has brought joy to families during the holiday season.

Last year, the Adopt-A-Family Program provided gifts of clothing, toys, food and other items to over 845 families.

Sponsors are matched with a family and given a family profile, which provides the names, ages and specific needs of each family member. Requests include grocery items, clothing, gift certificates, food baskets and toys.

Sponsoring a family is a wonderful way to celebrate the holidays. It is a great project for families, co-workers, organizations, clubs and schools. You can make a difference in our community by remembering the true meaning of the holiday season. Thank you for your continued support of this worthwhile program.

To Adopt-A-Family, please call (213) 744-4348 or send an e-mail to dpssvolunteers@dpss.lacounty.gov no later than Thursday, December 4, 2014. Also, Sponsorship Forms are available online at <http://dpss.lacounty.gov/dpss/toyloan>.

Retirees

Congratulations to the following employees who are joining the ranks of the retired after their many years of service to the County of Los Angeles:

50+ Years

HEALTH SERVICES: Rita M. Dowell

45+ Years

BOARD OF SUPERVISORS: Regina P. Marquez
COMMUNITY & SENIOR SERVICES: Dianne W. Nash
HEALTH SERVICES: James R. Rossum
PUBLIC SOCIAL SERVICES: Michele L. White
SHERIFF: Aaron A. Bryant Jr.

40+ Years

CHILD SUPPORT SERVICES: Rhonda B. Frank
HEALTH SERVICES: Ora D. Banks Dyer, Consuelo G. Captain, Hubert A. Mason
INTERNAL SERVICES: Michael R. Inouye, Gregory W. Matthews
MENTAL HEALTH: Yvonne Iraldo
PARKS & RECREATION: David Delgado
PROBATION: Bertelle R. Berry
PUBLIC LIBRARY: Everado Duarte
PUBLIC SOCIAL SERVICES: Vivian T. Garcia
PUBLIC WORKS: Narciso S. Duldulao

35+ Years

CHILD SUPPORT SERVICES: Renata Kinsey Blay
DISTRICT ATTORNEY: Ardith V. Javan
HEALTH SERVICES: Paul V. Blake, Yolanda B. De Costa, Kai H. Lee, Victor Soto, Eddie Vargas
INTERNAL SERVICES: Jane E. Fiore
PARKS & RECREATION: Mark L. Lazarus
PUBLIC HEALTH: Patricia Hairston, Wesley Tokushige
PUBLIC SOCIAL SERVICES: Adrienne B. Burns, Luis R. Gonzalez
PUBLIC WORKS: Alberto Gomez
SHERIFF: Irma L. Rendon, Sharman C. Smith
SUPERIOR COURT: Francisca De Leon, Betty M. Estrada, Rachel Warren
TREASURER & TAX COLLECTOR: Ayn S. Hill

30+ Years

CHILDREN & FAMILY SERVICES: Genevia Earley, Olivia L. James
COMMUNITY & SENIOR SERVICES: Larry G. Littleton
DISTRICT ATTORNEY: Jimmy R. Garcia
FIRE: Curtis W. Hummel, Michael R. Jasperson

HEALTH SERVICES: Daniel Carpio, Suvannee Eagatatt, Elsa G. Perez, Velma Simmons
MENTAL HEALTH: Deborah M. Williams
PUBLIC LIBRARY: Joshua D. Cloner
SHERIFF: William P. Flannery, Barbara L. Fritz, Paul G. Henderson, Darlene McCarroll, Christopher Minor, Gloria Soledad Vera, Donald R. Walls, Arletha Wright

25+ Years

ASSESSOR: Jitendra T. Damani
BOARD OF SUPERVISORS: Lorraine G. Wheeler
CHILDREN & FAMILY SERVICES: Stephen M. Scolaro
COMMUNITY & SENIOR SERVICES: Etta Watson
DISTRICT ATTORNEY: Bruno E. Fiori, Rory L. Wagner
HEALTH SERVICES: Mona-Lisa Arellano, Florencia D. Garcia, Sally W. In, Florida M. Johnson, Lisa M. Kido, Nancy G. Leong, Juliana Pendon, Alan Tjaden, Boonnark Willman
INTERNAL SERVICES: Victoria Medrano, Eric J. Werner Jr.
MENTAL HEALTH: John W. Fears, Stella L. Tilghman, Yong S. Yu
PROBATION: Earlene Grissom, Melvin Nalls
PUBLIC HEALTH: Gloria Garnett, Cathy Goldsberry, Joanne L. Oliver
PUBLIC SOCIAL SERVICES: Margarit Akopyan, Idolly N. Aldana, Hsu M. Chao, Bienvenido B. Cruz, Daniel Garica, Gloria L. Hayes, Loretta Watson
SHERIFF: Edward J. Cronin, Stephen E. Leavins, Ronald E. Schultz
SUPERIOR COURT: Christopher E. Marr
TREASURER & TAX COLLECTOR: Paulette T. Turner

Rideshare L.A. County!

*from the CEO/
Office of Workplace Programs*

November is “Get a Ridematch” month. A Ridematch is when you search for someone else to share the ride with when commuting to and from work.

Ridesharing is one of the best ways to save money, time, and lives. Most County work sites have an Employee Transportation Coordinator (ETC) who can help search for a carpool or vanpool match. Enterprise and vRide are also happy to help you find a seat in one of their vanpools. Anyway you approach it, getting a Ridematch is easy and it helps you save money by sharing the cost of the ride to work, save time by removing a car from the road, and save lives by reducing air pollution in Los Angeles County.

Take pride and share the ride.



Before You Buy, Follow These Top 10 Holiday Shopping Tips

It is the holiday season and that means it is time to do some shopping. Before you reach into your purse, wallet, or checkbook, take extra care to make sure you are getting what you pay for. Follow these top 10 tips from the Department of Consumer Affairs to help make sure your holiday shopping season goes smoothly:

- 1. Stick to a budget:** Before you step into a store or fire up your computer, prepare a holiday budget. Consider paying with cash for smaller purchases to keep from spending too much.
- 2. Use credit cards wisely:** If you pay with a credit card, consider using just one, so you can better track your spending. For larger purchases, always pay by credit card instead of a debit card. Credit cards give you legal protections if you do not receive what you ordered or if products are defective. Check the terms of your credit card agreement.
- 3. Get your R&R – refunds and receipts:** Check for a store’s refund policy, or ask about them, before you buy. Some stores offer a full refund; others offer only a store credit or no refund at all. Save your receipts. And do not forget to ask for gift receipts. You or the person getting your gifts will usually need them for returns and exchanges.
- 4. Check sale prices closely:** When you buy sale items, check your receipt before you leave the cash register. Make sure they did not charge you the regular price or another price altogether. If something you buy goes on sale later, ask about sales adjustments and you might get a refund or credit.
- 5. Get full value from gift cards:** If you receive gift cards, spend them promptly. If you’re like many consumers, you might misplace or forget them. U.S. consumers waste about \$10 billion a year by not spending their gift cards. Better yet, consider giving cash. It is the gift everyone loves!
- 6. Read the fine print:** If you are making a big purchase, read the contract and understand it before

you sign. Check the interest rate and the total cost of the item including interest. You also might be offered a warranty, so understand the potential higher costs ahead of time. Make sure you can afford the total price.

- 7. Know the way to layaway:** Many bigger stores are offering layaway, which could be a good way of spreading out the overall costs of holiday shopping. If you buy an item by layaway, get a full receipt with a description of the item, total price, amount of the down payment, amount and due dates of payments, length of the hold and the store’s refund policy.
- 8. Stay secure online:** When buying online, make sure the website is secure before entering your personal or financial information. Secure websites begin with “https://” rather than just “http://.” They also display a locked padlock on the screen. Stick with online retailers you know and trust. Pay attention to delivery dates, track your shipping and if necessary, leave a note for the delivery person to make sure you get what you need when you need it.
- 9. Protect your personal information:** Do not be a victim of identity theft. Do not give personal information over the telephone or online unless you contacted that person or business. Do not write your address, phone number, Social Security, or driver’s license numbers on credit card receipts. Before giving personal or financial information to a business, ask how they will use it and if it will remain confidential.
- 10. When you give, know where it is going:** If you plan to give money to charities, donate to groups you know and trust. Watch out for phony charities that use names that sound like the real charities. Do not be fooled.

For more information about purchases or any consumer issue, contact the Department of Consumer Affairs at (800) 593-8222.

